Customer Service Report for HSB
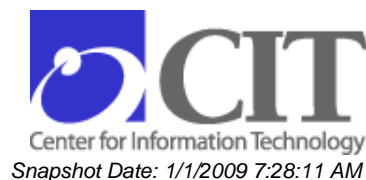
For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	11
Edit Account	1	2	0	0	0	0	0	0	1	2	5
Password Reset	0	1	0	0	0	0	0	0	0	1	0
Application Support											
COTS-Other/Request	1	0	0	0	0	0	0	0	1	0	7
COTS-Other/Troubleshoot	2	0	0	0	0	1	0	0	1	0	2
Sharepoint-General Information	3	0	0	0	0	1	0	0	2	0	4
Sharepoint-Troubleshoot	6	1	0	2	0	0	0	0	9	0	13
ASR											
Colocation-ON	0	1	0	1	0	1	1	0	0	0	0
Oracle	0	0	0	51	0	3	0	0	48	0	0
Other	0	1	0	77	0	14	0	0	64	0	0
SQL	0	0	0	11	0	0	0	0	11	0	0
Unix	0	0	0	182	0	19	0	0	163	0	0
Windows	0	2	0	33	0	4	0	0	31	0	0
Back Office Support											
Backup/Restore	1	0	0	1	0	0	0	0	2	0	4
File Hosting	1	0	0	1	0	1	0	0	1	0	2
Permissions/Shares	5	1	0	1	0	0	0	1	6	0	17
Web Hosting	1	0	0	0	0	0	0	0	1	0	5
CIT Categories											
Web Dev/New Proj	0	0	0	1	0	1	0	0	0	0	0
Web Site Issue	1	0	0	5	0	1	0	0	5	0	1
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0

Customer Service Report for HSB

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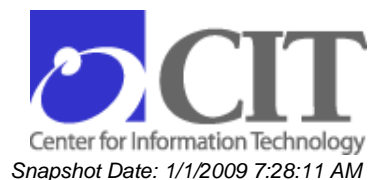
	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
TCP/IP	0	1	0	0	0	0	0	0	0	1	0
Email											
Exchange Email	0	1	0	0	0	0	0	0	0	1	3
MS Outlook	1	0	0	0	0	0	0	0	1	0	42
EOS											
User Applications	0	1	0	0	0	1	0	0	0	0	0
Hardware											
Printers/Troubleshoot	20	0	0	0	0	0	0	0	20	0	4
Local LAN											
LocalLAN/Connectivity	6	0	0	0	0	0	0	0	6	0	4
LocalLAN/General Info	1	0	0	0	0	0	0	0	1	0	13
NIH Services											
Other	2	0	0	0	0	1	0	0	1	0	2
NIHnet											
Maintenance-Sterling CIT Data Center	0	2	0	0	0	0	0	0	0	2	2
Network Sec-Firewall	0	6	0	0	0	0	3	0	2	1	0
Service Prov-Sterling CIT Data Center	0	1	0	0	0	0	1	0	0	0	0
NVision											
Other	0	1	0	0	0	0	0	0	1	0	0
Security											
Alert Message	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	2	0	0	0	0	0	0	0	2	0	6
Other	3	0	0	0	0	0	0	0	3	0	8
Grand Total:	**58**	**23**	**0**	**367**	**0**	**48**	**5**	**1**	**385**	**9**	**1**

Total Tickets Closed: 395

Customer Service Report for HSB

For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008
11:59:59 PM

Center for Information Technology

Snapshot Date: 1/1/2009 7:28:11 AM
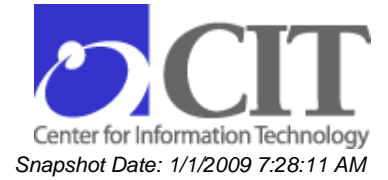
Total Tickets Assigned/Pending/Checked Out:	**53**
Total Tickets Created:	**448**